



Department of Accounts Charge Card Bulletin

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GE MasterCard Lingo 101

As a beginning step in the transition process, we are going to give you a quick class on GE MasterCard's terminology. This will assist you in understanding GE's naming convention for key tools as compared to AMEX.

AMEX Version

AMEX @Work

The online Program Management tool where PA's can manage their cardholders. Change limits, cancel cards, etc.

MYCA (Manage Your Card Account)

The cardholder website on which cardholder's can establish a user id and password to monitor their transactions 24/7 as well as download their statement after cycle close each month.

Core & Enhanced Reporting

The database for each agency's reporting needs. SAM has over 140 standard reports as well as the ability to query data.

Shannon Eigenberger

COV will no longer have an onsite representative located at DOA. We will have a dedicated team of Customer Service Representatives who only work with COV PA's and a dedicated 800 number to directly contact them as well.

Steve Muha

Steve Muha who is our Dedicated Account Manager for COV with AMEX will be replaced by GE MasterCard's Nancy Alund who is a National Account Manager. She is dedicated to the Commonwealth's programs and will assist us throughout our contract.

GE MasterCard Version

Net Service

Net Service

SAM (Strategic Account Management)

Dedicated team at HQ for COV

Nancy Alund

Crucial Dates

August 26th

IT Questionnaire's Due

September 3rd

Agency Purchase Card Setup Due

Agency Travel Card Setup Due

Program Administrator Form Due

SAM Reporting Request Form Due

September 26-30th

Regional Training on new Program (see Bulletin 2005-001)

October 2005

Roll out of GE MasterCard

Upcoming Implementation Deliverables

Listed below are upcoming deliverables for the implementation of the new GE MasterCard Purchasing and Travel Card Program. Please keep in mind that compliance with the due dates for each element is imperative. If an agency foresees an issue with a due date, contact Valerie Smith (contact information on the left) immediately.

Release August 12, 2005

Due August 26, 2005

☐ Information Technology Questionnaire

This questionnaire is required from each agency in order for GE MasterCard to determine any specific data criteria and custom file layouts needed. Based on the answers provided, GE MasterCard will commence calls with agency IT staff to coordinate file layouts.

Requirement: This questionnaire must be completed and forwarded electronically to Valerie Smith no later than Friday August 26th.

Release August 19, 2005

Due September 3, 2005

☐ Agency Setup Summary for the Purchase Card Program

This document must be completed by each agency to assist GE MasterCard in establishing certain program requirements for each agency. GE MasterCard will commence phone calls to agencies to discuss the form beginning the week of August 22nd. Please keep in mind that some agencies may not be contacted for several weeks due to the large number of agencies that must be contacted. It is estimated that all agencies will be contacted by the week of September 19th.

Requirement: This summary must be completed and forwarded electronically to Valerie Smith no later than Friday September 3rd.

☐ Agency Setup Summary for the Travel Card Program

This document must be completed by each agency that currently has Travel cards under the AMEX contract. The form will assist GE MasterCard in establishing certain program requirements for your agency. GE MasterCard will commence phone calls to agencies to discuss the form beginning the week of August 22nd. Please keep in mind that some agencies may not be contacted for several weeks due to the large number of agencies that must be contacted. It is estimated that all agencies will be contacted by the week of September 19th.

Requirement: This summary must be completed and forwarded electronically to Valerie Smith no later than Friday September 3rd.

□ Program Administrator Form

This document must be completed by each agency to designate who the Program Administrator will be at each agency. DOA requires that each agency have a Program Administrator and a designated backup. The document has instructions on the third page that will assist you in completing the form. This is the same form for the Purchase and Travel card programs.

Requirement: This form must be completed and faxed to Valerie Smith no later than Friday September 3rd.

□ SAM Reporting Request Form

This document must be completed by each individual who is not a PA and needs access to their agency's reports and data. This could be the fiscal staff, internal auditors, etc. This form can be used for both the Purchase and Travel card programs.

Requirement: This summary must be completed and faxed to Valerie Smith no later than Friday September 3rd.

Information Technology Questionnaire

The Information Technology Questionnaire is located at the link below.

http://www.doa.virginia.gov/procedures/Payroll/Charge_Card_Administration.htm

This questionnaire must be completed and returned electronically to Valerie Smith Valerie.Smith@doa.virginia.gov no later than Friday August 26th. The completed form will help GE assist you in having all of your current reporting needs addressed for rollout of the new program. Some PA's will need to obtain assistance from their IT staff if your agency has an internal system in which you import current AMEX data into. If in answering the questions, you or your IT staff has any questions, they can contact GE's Information Technology Analyst Ryan Woodward at Ryan.Woodward@ge.com or 801-517-5105.